



12-08-04

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THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:  
Holden, et al.,

Serial No.: 09/735,427

Filed: December 12, 2000

For: SYSTEM AND METHOD FOR  
DYNAMIC QUEUING IN AN  
AUTOMATIC CALL DISTRIBUTOR

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Docket Number: 11433RRUS01U  
(22171.177.02)

Customer No. 27683

Group Art Unit: 2151

Examiner: Phillips, Hassan A.

**RESPONSE**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action of October 7, 2004, please reconsider the application in light of the following remarks:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 7 of this paper.